

SQUARES Quick Reference Guide

VA Users: Requesting and Accessing Your Account



May 2021

Department of Veterans Affairs



VA Users: Requesting and Accessing SQUARES Account

This Quick Reference Guide has two parts
(please note the headers for the applicable instructions):

Part 1 - Instructions for New SQUARES Account

Part 2 - Instructions for Existing SQUARES Account

Friendly Reminders:

All SQUARES Users are encouraged to complete the [Online SQUARES Training](#) before applying for access to SQUARES. If you have questions or comments, contact SQUARESAdmin@va.gov.

To access SQUARES after your application has been approved:
Enter **va.my.salesforce.com** in the Chrome or Firefox Browser.

Avoid using Internet Explorer.

Avoid bookmarking the site.

Login to the site at least every 30 days to avoid deactivations.

Note: If your account is deactivated, please contact SQUARESAdmin@va.gov to request that it be reactivated. **Please do not submit a new application request.**


TIPS

- Visit <https://www.va.gov/homeless/squares/> for additional information.
- Deactivations – Please **do not** reapply, contact your SQUARES Manager or SQUARESAdmin@va.gov for reactivation.
- Contact SQUARESAdmin@va.gov if you have Eligibility Questions or would like to find out how to acquire a DD-214.

Resources

For additional information and resources, review the information and links at the bottom of the SQUARES application. These resources appear at the bottom of every page of the SQUARES application. They include Recommended Browsers, Warnings, and Quick Links to the Help Desk, User Resources, Manager Resources, Training, FAQs, the Eligibility Table, and What's New. A User's footer also includes their SQUARES Manager's name and email address. Select the **Contact Us** button to send an email to SQUARESAdmin@va.gov.

Recommended Browsers



Please do not bookmark this webpage.
If not accessed once every 90 days, account will be deactivated. [Learn More](#)

Quick Links

[Help Desk](#) [Training](#) [Eligibility Table](#)

[User Resources](#) [FAQs](#)

[Manager Resources](#) [What's New](#)

Manager Information
Maddie Manager

Contact Us



SQUARES: Quick Reference Guide

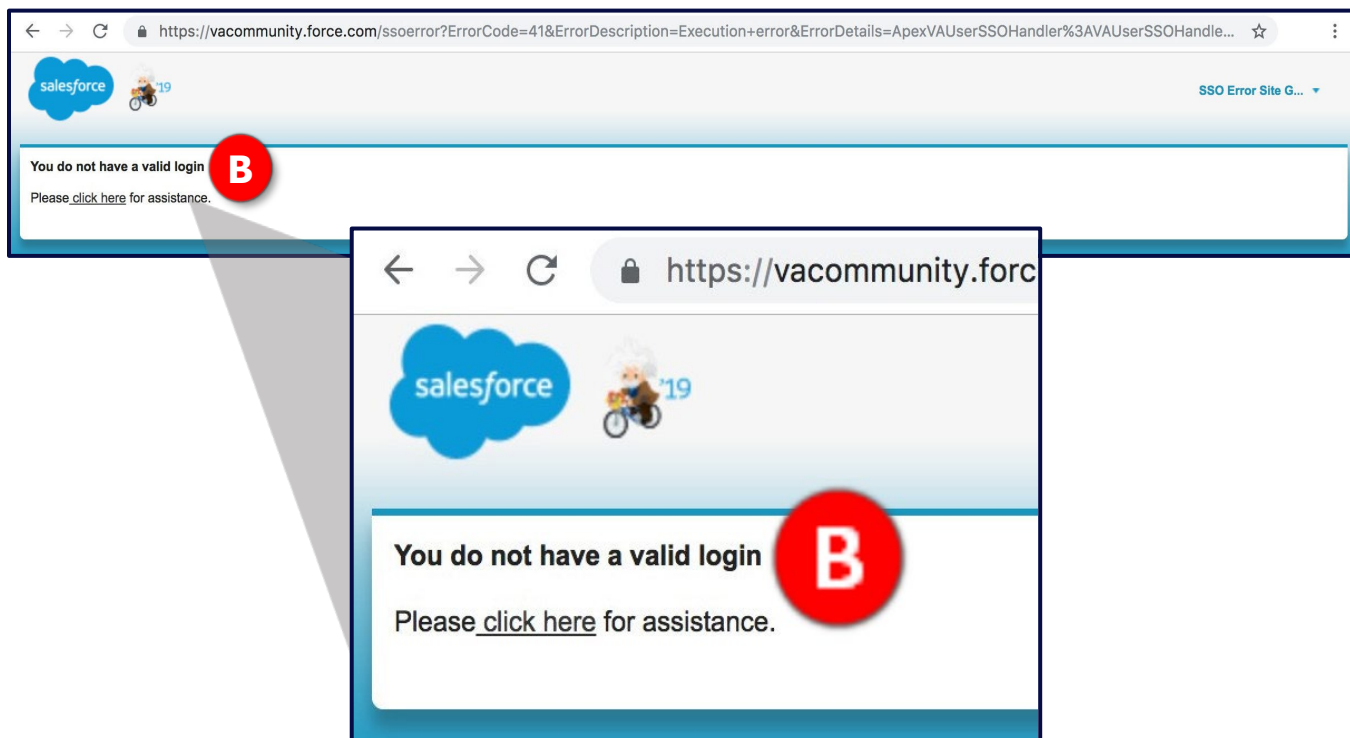
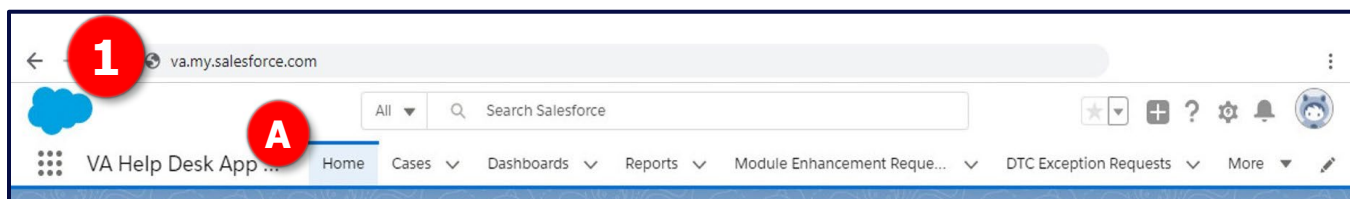
Part 1: VA Users: Requesting New SQUARES Account

Part 1: Request Your Account

The process for requesting SQUARES access is different for VA and Non-VA Users.

VA Users apply through the VA network, using a VA Salesforce account. It is recommended you use the **Chrome or Firefox browser** when accessing SQUARES.

1. Access the VA network (at a VA facility or on VPN) and enter **va.my.salesforce.com** in your browser address bar.
 - A. If the **VA Help Desk Application** home screen displays, you DO have a Salesforce account.
 - B. If you receive a “You do not have a valid login. Please ‘click here’ for assistance” message, you DO NOT have a Salesforce account.





SQUARES: Quick Reference Guide

Part 1: VA Users: Requesting New SQUARES Account

Option 1: I have a Salesforce Account

1. Navigate to <https://vacommunity.force.com/helpdesk> using the **Google Chrome or Firefox browser**.
2. Complete, at minimum, the required fields of the **Open an Issue with the VA Help Desk** form found in the **Case Information** section:
 - A. **Priority:** Medium
 - B. **DTC Application:** SQUARES
 - C. **Issue Topic:** App Support Request
 - D. **Description** and **Subject:** Insert Name, Email, Title, Homeless Program Type (GPD/SSVF/HUD-VASH/HCHV/VJO or Other and VAMC (City/State))
 - E. **Preferred Callback Number** and **Preferred Contact Email:** Should be your VA email.
3. Select **Submit**.

The screenshot shows the 'Open an Issue with the VA Help Desk' form. Red dashed boxes and numbered callouts highlight the required fields:

- 1**: The browser address bar showing <https://vacommunity.force.com/helpdesk>.
- 2**: The 'Case Information' section header.
- 3**: The 'Preferred Contact Email' field, which is highlighted in red.
- 4**: The 'Preferred Callback Number' field, which is highlighted in red.
- 5**: The 'Description' and 'Subject' fields, which are highlighted in red.

The form includes the following fields and options:

- Priority:** Medium
- DTC Application:** SQUARES
- Issue Topic:** App Support Request
- Description:** Hi, my name is Joe Test and I would like to be set up as a SQUARES standard user. My VA email is test@va.gov
- Subject:** SQUARES Access
- Issue Related to:** --None--
- Error Page URL:**
- Preferred Contact Email:** test@va.gov
- Preferred Callback Number:** 111-111-1111

Below the form, there is a section for 'Case Attachments' with an 'Uploading the Attachment' area. It includes a 'Choose File' button and a note: 'Please keep attachment file name should be 80 chars or less and Attachment size should be less than 25MB. If the attachment file exceeds the size limit the Help Desk team members will not receive it. So please upload within the limit.'



SQUARES: Quick Reference Guide

Part 1: VA Users: Requesting New SQUARES Account

Option 2: I **do not** have a Salesforce Account

1. Navigate to the **Open a New User Request with the VA Help Desk** form via https://vacommunity.secure.force.com/helpdesk/VA_Help_Desk_New_User_405
2. Complete the fields of the **Access Information** section:
 - A. Select the **New User?** checkbox
 - B. Select **SQUARES** from the **Application Requested** menu
 - C. Enter your request in the **Describe Level of Access Needed** field
3. Complete **ONLY** the three required fields of the **New User Request Details** section: **First Name**, **Last Name**, and **Email Address (VA Email)**.
4. Confirm you have completed VA's trainings by selecting the three checkboxes in the **Required Training** section.
5. Select **Submit Request**.

The screenshot shows the 'Open a New User Request with the VA Help Desk' form. The form is titled 'Open a New User Request with the VA Help Desk' and includes a note: 'Use this form to submit a new user request or change an existing users access. We will process requests as quickly as possible in the order that we receive them.' Below the title is a note: 'Note: The fields highlighted in red are required.'

The form is divided into several sections:

- Request Details**
 - Access Information**
 - New User?** (checkbox, highlighted in red with callout 1)
 - Application Requested** (dropdown menu, highlighted in red with callout 2, showing 'SQUARES')
 - Describe Level of Access Needed** (text area, highlighted in red with callout 3, containing the text: 'Hi, my name is Jane Test and I would like to be set up as a SQUARES standard user. My VA email is jane.test@va.gov.'
 - New User Request Details**
 - First Name** (text field, highlighted in red with callout 4, containing 'Jane')
 - Last Name** (text field, highlighted in red with callout 5, containing 'Test')
 - Email Address (VA Email)** (text field, highlighted in red with callout 6, containing 'jane.test@va.gov')
 - Federation ID** (text field)
 - LAN ID** (text field)
 - Required Training**
 - Cyber Training?** (checkbox, checked, highlighted in red with callout 7)
 - Privacy Training?** (checkbox, checked, highlighted in red with callout 8)
 - Rules of Behavior Training?** (checkbox, checked, highlighted in red with callout 9)
 - Submit Request** (button, highlighted in red with callout 10)



SQUARES: Quick Reference Guide

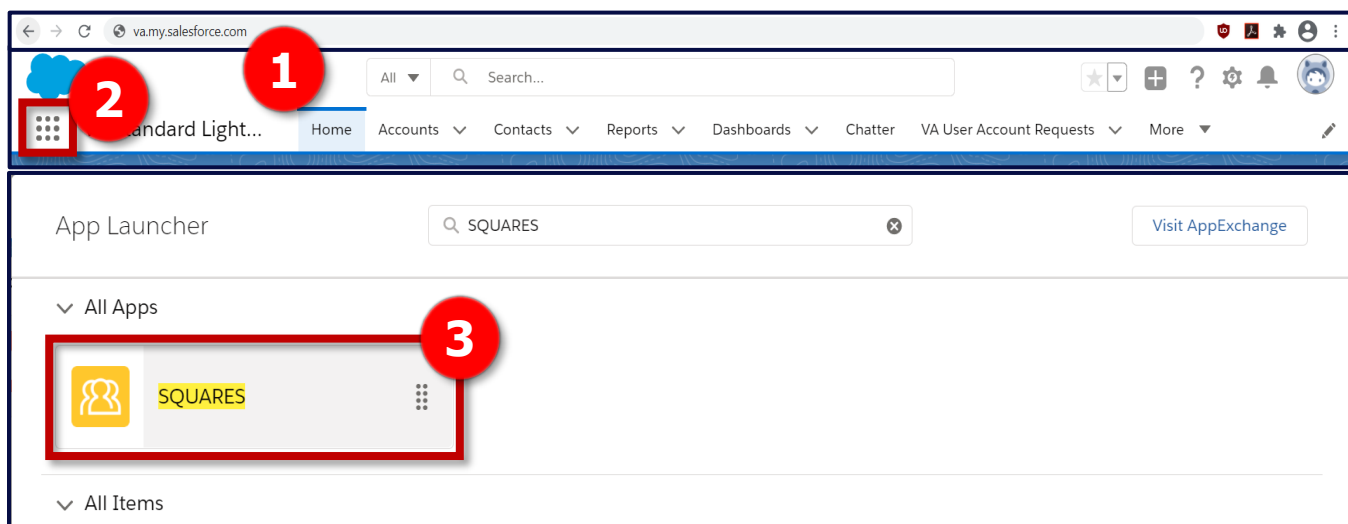
Part 2: VA Users: Accessing Existing SQUARES Account

Part 2: Access Your Account

1. Access the VA network, and enter **my.va.salesforce.com** in your browser address bar using **Chrome or Firefox** browser.
2. Select the nine-dot **App Launcher** icon in the upper left corner.
3. Select the **SQUARES** module tile from the App Launcher menu.

Note: If SQUARES does not load, check your browser's pop-up blocker, which may have prevented SQUARES from opening. (Refer to the Tips below.)

Refer to www.va.gov/homeless/squares for training materials covering how to use SQUARES.



TIPS:

- Because of VA's network settings, Salesforce may fail to load entirely upon navigating to va.my.salesforce.com. If you experience this loading issue, [access instructions in this Salesforce article](#) about enabling third-party cookies for Salesforce.
- The SQUARES module should open in a new tab. If the new page does not load, check your browser's pop-up blocker setting. If you received a "Pop-up blocked" error alert, select it to expand a menu that has the option to "Always allow pop-ups and redirects." Ensure you are using **Chrome or Firefox** as your browser.
- Please notify your SQUARESAdmin@va.gov of your impending departure from the VA or your role that requires SQUARES access within 24 hours.
- All SQUARES Users are encouraged to complete the [Online SQUARES Training](#) before applying for access to SQUARES. If you have questions or comments, contact SQUARESAdmin@va.gov.